Amendment to the Claims

This listing of claims will replace all prior versions and listings of claims in the

application.

Listing of Claims:
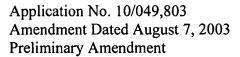
1.   (currently amended) A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers [(6)], the system
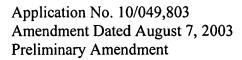
comprising:

· a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers [(6)];

a first database [(18)] configured to store said information corresponding to each

of said subscribers [(6)], including phone numbers of each of said subscribers; and

a closing prompt module [(27)] coupled to said first database so as to [generate]

select a closing prompt code from a plurality of available closing prompt codes [associated

with desired closing prompt messages for said requesters(4).]each of said closing prompt

codes associated with a desired closing prompt message so as to provide a selected closing

prompt message, wherein anyone of the available closing prompt messages is provided to a

requester.

2.   (original)The system according to claim 1, wherein said closing prompt messages are in accordance with a text format from a list of formats including WAP and SMS.

3.   (currently amended) The system in accordance with claim 1, further comprising a call center[(16)] coupled to said switch [(12)] for routing each of said received calls from said requester to an operator terminal [(20)].

4.   (currently amended)The system in accordance with claim 1, further comprising an operator terminal [(20)] operated by a customer representative to retrieve information stored in said first database [(18)].

5.   (currently amended)The system in accordance with claim 1, further comprising an automated operator terminal [(20)] so as to automatically retrieve information stored in said first database [(18)].

6.   (currently amended)The system in accordance with claim 3, wherein a requester's [(4)] call to a subscriber [(6)] is routed back to one of said operator terminals in the event said requester's call to a subscriber is not completed.

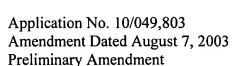7.   (currently amended) The system in accordance with claim 1, wherein

said database comprises a listing table [(52A)] associated with each of said subscribers, said

listing table further comprises a wireless phone number field adapted <u>for</u> wireless phone

numbers of said subscribers.

8.   (currently amended)The system in accordance with claim 1, wherein said

database comprises a listing table [(52A)] associated with each of said subscribers, said

listing table further comprises a Special Announcement field adapted to store a closing prompt

code associated with a Special Announcement closing prompt that said subscriber desires to

provide to each one of said requesters.

9.   (original)The system in accordance with claim 8, wherein said listing

table further comprises a General announcement field adapted to store a closing prompt code

associated with a General Announcement closing prompt intended to be provided to said

requesters.

10.   (original)The system in accordance with claim 8, wherein said listing

table is searchable.

11.   (original)The system in accordance with claim 8, wherein said Special

Announcement represents a recorded message associated with said subscriber.

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12.   (original)The system in accordance with claim 9, wherein said General Announcement represents a recorded message associated with type of service said subscriber provides.

13.   (original)The system in accordance with claim 8, wherein said Special Announcement represents marketing messages corresponding to services offered by said subscribers.

14.   (original)The system in accordance with claim 8, wherein said Special Announcement closing prompt is an audio message.

15.   (original)The system in accordance with claim 8, wherein said Special Announcement closing prompt is a multimedia message.

16.   (original)The system in accordance with claim 8, wherein said Special Announcement represents information corresponding to additional services provided relating to said subscriber.

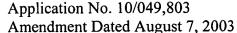17.   (original)The system in accordance with claim 16, wherein said

subscriber is a goods or service provider and said Special Announcement corresponds to an

invitation to a requester to order said goods or services.

18.   (original)The system in accordance with claim 17, wherein said goods

are tickets to an event, including movies.

19.   (original)The system in accordance with claim 17, wherein said

subscriber is a restaurant and said Special Announcement is invitation to make reservations to

said restaurant.

20.   (currently amended)The system in accordance with claim 1, further

comprising a closing prompt storage module [(13)] coupled to said closing prompt module

and configured to store a plurality of closing prompt messages each of which is associated

with a closing prompt code provided by said closing prompt module [(13)].

21.   (currently amended)The system in accordance with claim 20, further

comprising an override module [(66)] coupled to said closing prompt module, said override

module generating closing prompt codes corresponding to announcements provided by

administrators of said communications assistance system.

22. (original)The system in accordance with claim 21, wherein said announcements provided by administrators of said communications assistance system comprises cross-selling announcements relating to other features and services provided by said communications assistance system.

23. (currently amended)The system in accordance with claim 20, wherein said closing prompt module generates a call completion data packet [(50)] to be transmitted to said telephone switch, said call completion data packet further comprising originating phone number of the requester, telephone number of the subscriber and closing prompt codes corresponding to closing prompt messages intended to be provided to said requester.

24. (original)The system in accordance with claim 23, wherein said closing prompt module further comprises a call completion data table that stores information necessary for populating said call completion data packet.

25. (currently amended) A directory assistance system for providing subscriber information to requesters [(4)] communicating with said assistance system, comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)] desiring to access said information corresponding to subscribers;
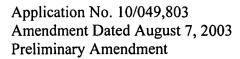
a first database [(18)] configured to store said information corresponding to each

of said subscribers, including phone numbers associated with each of said subscribers; [and]

a communications interface [(32)] for database clean-up, said interface

configured to receive instructions from said subscribers [(6)] so as to allow said subscribers

to modify their corresponding information in said first database[(18).] , wherein said

communications interface is coupled to a carrier customer care representative system

configured to receive phone calls from said subscribers; and

a carrier clean-up database coupled to said customer care representative system

configured to store said modified information received from said subscribers,. wherein said

communications interface unit further comprising a synchronization technology unit coupled

to said clean-up database unit, said synchronization technology unit further coupled to said

first database, and configured to synchronize said subscriber modifications with data stored in

said first database.

26.   (currently amended)The system in accordance with claim 25, further

comprising a call center [(16)] coupled to said switch for routing each of said received calls

from said requester to an operator terminal [(20)].

27.   (currently amended)The system in accordance with claim 25, further

comprising an operator terminal operated by a customer representative so as to retrieve

information stored in said database [(18)].

28.   (currently amended)The system in accordance with claim 25, further comprising an automated operator terminal [(20)] so as to automatically retrieve information stored in said database [(18)].
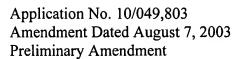
29 - 31. (cancelled without prejudice)

32.   (currently amended)The system in accordance with claim 25, further comprising an Internet clean-up database [(34)] coupled to said communications interface for receiving and storing modified information received from said subscribers via Internet.

33.   (original)The system in accordance with claim 32, wherein said communications interface include a synchronization technology unit so as to synchronize said stored modified data with data stored in said first database.

34.   (currently amended)The system in accordance with claim 25, further comprising a reward database [(75)] configured to store reward information corresponding to a plurality of said subscribers who modified their information.

35.   (currently amended)The system in accordance with claim 25, further

comprising a master clean-up database [(40)] coupled to said communications interface unit,

configured to receive and store modifications of subscriber information.

36.   (original)The system in accordance with claim 35, wherein said

communications interface comprising a synchronization technology unit coupled to said

master clean-up database said synchronization technology unit further coupled to said first

database, and configured to synchronize said subscriber modifications with data stored in said

first database.

37.   (original)The system in accordance with claim 36, further comprising a

reward database configured to store reward information corresponding to a plurality of said

subscribers who modified their information.

38.   (currently amended)A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers, the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

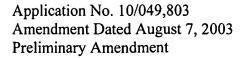desiring access to said information corresponding to subscribers [(6)];

a database [(18)] configured to store said information corresponding to each of
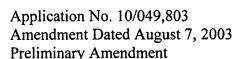
said subscribers, including phone numbers of each of said subscribers; and

a dial string translator configured to receive dial strings dialed by said plurality

of requesters [(4)] and translate said received dial strings to a corresponding digit sequence

associated with a service provided by said communication assistance system [(2)].

39.   (currently amended)The system in accordance with claim 38, further

comprising a call center [(16)] coupled to said switch for routing each of said received calls

from said requester to an operator terminal that has access to said database [(18)].

40.   (currently amended)The system in accordance with claim 38, further

comprising an operator terminal [(20)] operated by a customer representative, so as to retrieve

information stored in said database [(18)].

41.   (currently amended)The system in accordance with claim 38, further

comprising an automated operator terminal [(20)] so as to automatically retrieve information

stored in said database [(18)].

42.   (original)The system in accordance with claim 38, wherein said dial

string translator generates a digital string within said digit sequence that represents a telephone

carrier switching center handling a call made by each one of said requesters.

43.   (original)The system in accordance with claim 39, wherein said dial string translator generates a digital string within said digit sequence that represents a specific language to be utilized by said system when communicating with said requester.

44.   (original)The system in accordance with claim 43, wherein said call center routes a requester's phone call to an operator terminal handled by a customer representative who is capable of conversing in said specific language.

45.   (original)The system in accordance with claim 44, wherein said switch is configured to generate an incoming call information record containing a preferred language code field to store said dial string associated with said specific language.

46.   (original)The system in accordance with claim 45, wherein said call information record further comprises a number dialed by requester field to store the number dialed by each one of said requesters.

47.   (original)The system in accordance with claim 46, wherein said call information record further comprises an originating phone number of requester field to store the number from which each one of said requesters has dialed.

48. (currently amended)The system in accordance with claim 43, further comprising a plurality of said call centers [(16)] remotely connected together via a communications channel, each of said call centers capable of routing a received phone call from each one of said requesters to another one of said call centers [(16')].

49. (original)The system in accordance with claim 43, wherein said database is searched to retrieve at least one subscriber who communicates in said specific language.

50. (currently amended) A billing system for a communication assistance system [(2)] that provides access to information corresponding to a plurality of subscribers [(6)], the system [(2)] comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)] desiring access to said information corresponding to subscribers;

a database [(18)] configured to store said information corresponding to each of said subscribers [(6)], including phone numbers of each of said subscribers; and

a billing record database [(14)] coupled to said switch [(12)] configured to store information corresponding to amount of time requester [(4)] was connected to each one of said subscribers [(6).] ,wherein said communication assistance system provides instructions to said subscriber's service provider such that said subscriber is not billed for said call.

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51.   (currently amended)The system in accordance with claim 50, further comprising a call center [(16)] coupled to said switch for routing each of said received calls from said requester to an operator terminal [(20)].

52.   (currently amended)The system in accordance with claim 50, further comprising an operator terminal operated by a customer representative so as to retrieve information stored in said database [(18)].

53.   (currently amended)The system in accordance with claim 50, further comprising an automated operator terminal [(20)] so as to automatically retrieve information stored in said database [(18)].

54.   (original)The system in accordance with claim 51, wherein said billing record database coupled to said switch is additionally coupled to said operator terminal.

55.   (original) The system in accordance with claim 51, wherein said billing record database further comprises information corresponding to each service provider that respectively handled a call between a requester and a subscriber.

56.   (original)The system in accordance with claim 55, wherein said billing record database is configured to send information stored relating to billing records to a service provider that handled said call for said requester, so as to bill said requester for charges associated with said call between said requester and said subscriber.

57.   (original)The system in accordance with claim 56, wherein said charges include airtime utilized by said subscriber during said call between said requester and said subscriber and directory look-up and connection charges, roaming and toll charges associated with airtime use of said subscriber.

58.   (cancelled without prejudice)

59.   (original)The system in accordance with claim 57, wherein telephone number of said subscriber is omitted from said requester's bill.

60.   (currently amended) The system in accordance with claim [58] 50, wherein said communication assistance system handles distribution of funds collected by said requester's service provider to said subscriber's service provider.

61.   (currently amended) The system in accordance with claim [58] 50,

wherein said communication assistance system handles distribution of funds collected by said

requester's service provider to all service providers that contributed in handling said call

between said requester and said subscriber.

62.　(original)The system in accordance with claim 61, wherein said

subscriber's service provider for handling said call to said subscriber is also said requester's

wireless carrier.

63.　(currently amended) A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers [(6)], the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters

desiring to access said information corresponding to subscribers [(6)];
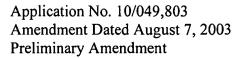
a listing database [(18)] configured to store said information corresponding to

each of said subscribers, including phone numbers of each of said subscribers and a connect

field that stores information instructing said communication assistance system as to whether to

disclose a subscriber's phone number to a requester [(4).]; and

a call center coupled to said switch for routing each of said received calls from

said requester to an operator terminal that has access to said database listing table, wherein

said connect field further comprises information instructing said communication assistance

system as to whether to disclose said subscriber's phone number to a customer representative

who is handling a request from a requester.

64.   (cancelled without prejudice)

65.   (currently amended) The system in accordance with claim [64] 63,

further comprising a plurality of said call centers [(16)] remotely connected together via a

communications channel, each of said call centers capable of routing a received phone call

from each one of said requesters to another one of said call centers [(16')].

66.   (currently amended) The system in accordance with claim [64] 63,

wherein said operator terminal is operated by a customer representative.

67.   (currently amended) The system in accordance with claim [64] 63,

wherein said operator terminal is automated.

68.   (cancelled without prejudice)

69.   (currently amended) The system in accordance with claim [68] 63,

wherein said listing database further comprises a pre-announcement field [(59)] that contains

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instruction information as to whether a subscriber requires to be notified of a requester's

identification information before completing a call from said requester to said subscriber.

70.   (original)The system in accordance with claim 69, wherein said

communications assistance system further comprises means to receive instructions from said

subscriber as to whether to accept a call originated from said requester.

71.   (original)The system in accordance with claim 69, wherein said

communications assistance system further comprises means to receive instructions from said

subscriber as to whether to reject a call originated from said requester.

72.   (original)The system in accordance with claims 71, wherein said

communications assistance system further comprises a means to receive instructions from said

subscriber to direct a call from a requester directly to said subscriber's voicemail.

73.   (original)The system in accordance with claim 71, wherein said

communication assistance system further comprises a means to store in said listing database

instructions from said subscriber to permanently reject all incoming calls from said individual
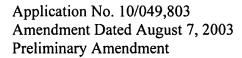
requester.

74.   (original)The system in accordance with claim 71, or 72 or 73 wherein

said communication assistance system provides an automated response to said requester, when

said call is rejected by said subscriber.

75.   (original)The system in accordance with claim 71, or 72 or 73 wherein

said communication assistance system delivers a pre-recorded response to said requester,

recorded by said subscriber, when said call is rejected by said subscriber.

76.   (currently amended) A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers, the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers [(6)];

a listing database [(18)] configured to store said information corresponding to

each of said subscribers, including phone numbers of each of said subscribers; and

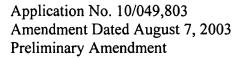a processor configured to <u>electronically</u> transmit notification messages to said

subscribers so as to receive updates for each listing corresponding to each one of said

subscribers[.]<u>, wherein said notification messages are transmitted via a plurality of</u>

<u>communication channels from a list including voice and data channels, WAP, SMS, instant</u>

<u>messaging and live chat.</u>

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77.   (currently amended)The system in accordance with claim 76, further

comprising a call center [(16)] coupled to said switch for routing each of said received calls

from said requester to an operator terminal [(20)] that has access to said listing database

[(18)].

78.   (currently amended)The system in accordance with claim 76, further

comprising an operator terminal operated by a customer representative so as to retrieve

information stored in said database [(18)].

79.   (currently amended)The system in accordance with claim 76, further

comprising an automated operator terminal so as to automatically retrieve information stored in

said database [(18)].

80.   (original)The system in accordance with claim 76, wherein said

notification messages to said subscribers is transmitted after a designated period lapsed since a

prior notification message.

81.   (original)The system is accordance with claim 76, wherein said listing

updates are received via Internet.

82.   (original)The system in accordance with claim 76, wherein said

processor transmits said notification messages in response to a listing error discovered in said

listing database.

83.   (currently amended)The system in accordance with claim 76, further

comprising a service provider [(26)] configured to handle calls made by a plurality of said

subscribers, said service provider transmitting modification messages to said telephone switch

corresponding to changes associated with said directory listing of each of said subscribers.

84.   (original)The system in accordance with claim 76, further comprising a

communication interface unit configured to receive modification signals from said subscribers

so as to modify said directory listing corresponding to each one of said subscribers.

85.   (original)The system in accordance with claim 84, wherein said

modification messages corresponding to each of said subscribers are transmitted via a plurality

of communication channels from a list including voice and data channels, WAP, SMS, instant

messaging and live chat.

86.   (original)The system in accordance with claim 84, further comprising a

reward database configured to track rewards offered to each one of said subscribers who modify a corresponding one of said directory listing.

87.   (original) The system in accordance with claim 84, further comprising a Voice Response Unit configured to receive phone calls from said subscribers who modify a corresponding one of said directory listing in response to prompts provided by said Voice Response Unit.

88.   (original)The system in accordance with claim 87, wherein said Voice Response Unit is configured to record responses made by said subscribers who modify a corresponding one of said directory listing via interaction with a customer representative.

89.   (cancelled without prejudice)

90.   (original)The system in accordance with claim 76, further comprising a second database comprising personal contact listings of each one of said subscribers.

91.   (original)The system in accordance with claim 90, wherein said processor populates said first database with information contained in said second database.

92.   (currently amended) A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers, the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers [(6)]; [and]

a first database [(18)] configured to store said information corresponding to each

of said subscribers, including phone numbers of each of said subscribers; and [and license plate

number corresponding to said subscriber's vehicle.]

a communications interface for database clean-up, said interface configured to

receive instructions from said subscribers so as to allow said subscribers to modify their

corresponding information in said first database, said information including the license plate

number corresponding to said subscriber's vehicle, said modified information being

searchable by said system so as to provide a desired information of a subscriber to said

requester, via said telephone switch, wherein said communications interface is coupled to a

carrier customer care representative system configured to receive phone calls from said

subscribers; and

a carrier clean-up database coupled to said customer care representative system

configured to store said modified information received from said subscribers,. wherein said

communications interface unit further comprising a synchronization technology unit coupled

to said clean-up database unit, said synchronization technology unit further coupled to said

first database, and configured to synchronize said subscriber modifications with data stored in said first database.

93.   (currently amended)The system in accordance with claim 92, further comprising a call center [(16)] coupled to said switch for routing each of said received calls from said requester to an operator terminal [(20)].

94.   (currently amended)The system in accordance with claim 92, further comprising an operator terminal [(20)] operated by a customer representative so as to retrieve information stored in said database [(18)].

95.   (currently amended)The system in accordance with claim 92, further comprising an automated operator terminal so as to automatically retrieve information stored in said database [(18)].

96.   (original)The system in accordance with claim 92, further comprising a processor for searching said first database against said license plate number so as to retrieve other information stored corresponding to each of said subscribers.

97.   (currently amended) A communication assistance system [(2)] for

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providing access to information corresponding to a plurality of subscribers [(6)], the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers; and

a database directory listing [(18)] storing information corresponding to each one

of said subscribers, said information including [a Special Services field associated with services

provided by said subscriber, so as to allow a search of said database against any one of said

services.] a Pre-Announcement field containing information indicating whether a requester is

pre-announced before a voice connection to a subscriber is made.

98.   (currently amended)The system in accordance with claim 97, further

comprising a call center [(16)] coupled to said switch for routing each of said received calls

from said requester to an operator terminal [(20)].

99.   (currently amended)The system in accordance with claim 97, further

comprising an operator terminal [(20)] operated by a customer representative, so as to retrieve

information stored in said database [(18)].

100.   (currently amended)The system in accordance with claim 97, further

comprising an automated operator terminal [(20)] so as to automatically retrieve information

stored in said database [(18)].

101.   (currently amended) The system in accordance with claim [97] 170,

wherein said special services include indication that a service is open 24 hours.

102.   (currently amended) The system in accordance with claim [97] 170,

wherein said special services include indication that a service provides Spanish speaking
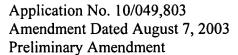
personnel.

103.   (currently amended) The system in accordance with claim [97] 170,

wherein said special services include indication that a service provides hearing impaired

compatible information.

104.   (original)The system in accordance with claim 97, wherein said database

directory listing further comprises a Device Capability field associated with capabilities of a

wireless device corresponding to each one of said subscribers.

105.   (original)The system in accordance with claim 97, wherein said database

directory listing further comprises a Defined Locality field associated with a subscriber's

preferred locality.

106.   (original) The system in accordance with claim 97, wherein said database directory listing further comprises a Billing Information field associated with information corresponding with each one of said subscribers.

107.   (original) The system in accordance with claim 106 wherein said Billing Information field contains instructions associated with whether a requester or a subscriber is responsible for the billing on calls made by a requester to a subscriber.

108.   (original)The system in accordance with claim 97, wherein said database directory listing includes a NPA/NXX field containing information indicating whether a requester is calling from a wireless device or a landline device.

109.   (currently amended).

110.   (currently amended) The system in accordance with claim [109] 97, wherein said pre-announcement to said subscriber is in voice format.

111.   (currently amended) The system in accordance with claim [109] 97, wherein said pre-announcement to said subscriber is in text format.

112.   (currently amended) The system in accordance with claim [109] 97,
wherein said Pre-Announcement field is defaulted to inactive when said requester is calling for
a landline device and said Pre-Announcement field is defaulted to active when said requester is
calling for a wireless device.

113.   (currently amended) The system in accordance with claim [109] 97,
wherein said pre-announcement is made to a subscriber via audio and visual messages
depending on said subscriber's preference.

114.   (currently amended) The system in accordance with claim [109] 97,
further comprising a Voice Response Unit for storing pre-announcement messages that are
played in accordance with information contained in said Pre-Announcement field.

115.   (original)The system in accordance with claim 114, wherein said Voice
Response Unit stores a requester's message so as to announce said requester to a desired
subscriber for acceptance of a call from said requester by said subscriber.

116.   (original)The system in accordance with claim 115, wherein said
requester is prompted to leave a voice message, when said requester's call to said subscriber is

not accepted.

117.   (currently amended)A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers [(6)], the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers [(6)]; and

a database directory listing [(18)] storing information corresponding to each one

of said subscribers, said information including a Rate Plan field associated with billing rates

corresponding to each one of said subscribers.

118.   (currently amended)The system in accordance with claim 117, further

comprising a call center [(16)] coupled to said switch for routing each of said received calls

from said requester to an operator terminal [(20)].

119.   (currently amended)The system in accordance with claim 117, further

comprising an operator terminal [(20)] operated by a customer representative so as to retrieve

information stored in said database [(18)].

120.   (currently amended)The system in accordance with claim 117, further

comprising an automated operator terminal [(20)] so as to automatically retrieve information

stored in said database [(18)].

121.   (original)The system in accordance with claim 117, wherein said Rate

Plan field further comprises information relating to billing charges corresponding to various

features associated with each one of said subscribers.

122.   (currently amended) A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers [(6)], the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring access to said information corresponding to subscribers wherein said switch is

configured to generate an incoming call information record containing a Feature Code field

associated with a subscription rate plan corresponding to <u>service provider rates for</u> each one of

said requesters [(4)]; and

a database [(18)] accessible by an operator terminal and configured to store said

information corresponding to each of said subscribers, including phone numbers of each of said
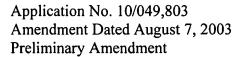
subscribers.

123.   (currently amended)The system in accordance with claim 122, further

comprising a call center [(16)] coupled to said switch for routing each of said received calls

from said requester to an operator terminal [(20)].

124.   (currently amended)The system in accordance with claim 122, further

comprising an operator terminal [(20)] operated by a customer representative so as to retrieve

information stored in said database [(18)].

125.   (currently amended)The system in accordance with claim 122, further

comprising an automated operator terminal [(20)] so as to automatically retrieve information

stored in said database [(18)].

126.   (original)The system in accordance with claim 122, wherein said

subscription rate plan includes a flat fee subscription fee corresponding to various features and

services provided by said system.

127.   (currently amended) The system in accordance with claim 126, wherein

said flat fee varies depending on the type of services subscribed by the [subscriber] requester

from their service provider.

128 - 131.   (cancelled without prejudice)

133.   (currently amended) A communication assistance system [(2)] for providing access to information corresponding to a plurality of subscribers [(6)], the system comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters desiring to access said information corresponding to subscribers [(6)];

a first database [(18)] configured to store said information corresponding to each of said subscribers, including phone numbers of each of said subscribers;

a communications interface for receiving requests for directory assistance via a requester computer terminal; and

an access database containing a plurality of access numbers corresponding to phone listing of each one of said subscribers stored in said first database, so as to provide an assigned access number to a requester who is requesting a subscriber's telephone number, such that said requester can connect to said subscribers using said assigned access number.

134.   (original)The system in accordance with claim 133, further comprising a call center coupled to said switch for routing each of said received calls from said requester to an operator terminal.

135.   (currently amended) The system in accordance with claim 133, further

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comprising an operator terminal [(20)] operated by a customer representative so as to retrieve

information stored in said database [(18)].

136. (currently amended)The system in accordance with claim 133, further

comprising an automated operator terminal [(20)] so as to automatically retrieve information

from said database [(18)].

137 (original) The system in accordance with claim 133, further comprising

means to provide said assigned access number to a communication terminal employed by said

requester.

138. (original)The system in accordance with claim 133, wherein said

assigned access number when dialed provides access to said telephone switch and said access

database, so as to retrieve a corresponding subscriber's phone number for call completion by

said telephone switch.

139. (original)The system in accordance with claim 138, wherein said

communication terminal employed by said requester is a wireless handheld device.

140. (original)The system in accordance with claim 138, wherein said

communication terminal employed by said requester is a personal computer.

141.   (currently amended) A communication assistance system [(2)] for providing access to information corresponding to a plurality of subscribers, the system comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)] desiring to access said information corresponding to subscribers [(6)];

a listing database [(18)] coupled to an operator terminal and configured to store said information corresponding to each of said subscribers, including phone numbers of each of said subscribers; and

a processor configured to <u>electronically</u> transmit notification messages to an outbound telemarketing unit for obtaining listing updates for a plurality of subscribers designated by said processor[.] , <u>wherein said notification messages are transmitted via a plurality of communication channels from a list including voice and data channels, WAP, SMA, instant messaging and live chat.</u>

142.   (currently amended)The system in accordance with claim 141, further comprising a call center [(16)] coupled to said switch for routing each of said received calls from said requester to an operator terminal [(20)].

143. (currently amended)The system in accordance with claim 141, further comprising an operator terminal [(20)] operated by a customer representative to retrieve information stored in said database [(18)].

144. (currently amended)The system in accordance with claim 141, further comprising an automated operator terminal [(20)] so as to automatically retrieve information from said database [(18)].

145. (original)The system in accordance with claim 141, wherein said notification messages are transmitted when listings for said subscribers have not been updated for a period of time.

146. (original)The system in accordance with claim 141, wherein said notification messages are transmitted when listings for said subscribers are incomplete.

147. (original)The system in accordance with claim 141, wherein said notification messages are transmitted when listings for said subscribers are assigned to a group representative for a group of subscribers.

148. (original)The system in accordance with claim 141, further comprising a

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service provider corresponding to said subscribers, said service provider including a database

for maintaining listing data corresponding to each subscriber and said service provider further

comprising means for providing notification messages corresponding to status of accounts of

said subscribers.

149.   (original)The system in accordance with claim 148 wherein said status of

accounts corresponds to activation, deactivation and modification of said accounts.

150.   (currently amended) A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers [(6)], the system

comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers;

a first database [(18)] coupled to an operator terminal [(20)] and configured to

store said information corresponding to each of said subscribers, including phone numbers

associated with each of said subscribers;

a communications interface for database clean-up, said interface configured to

receive instructions from said subscribers so as to allow said subscribers to modify their

corresponding information in said first database[; and] , wherein said communications

interface is coupled to a carrier customer care representative system configured to receive

phone calls from said subscribers;

a carrier clean-up database coupled to said customer care representative system configured to store said modified information received from said subscribers,. wherein said communications interface unit further comprising a synchronization technology unit coupled to said clean-up database unit, said synchronization technology unit further coupled to said first database, and configured to synchronize said subscriber modifications with data stored in said first database; and

a processor configured to electronically transmit notification messages to said subscribers so as to receive updates for each listing corresponding to each one of said subscribers[.] , wherein said notification messages are transmitted via a plurality of communication channels from a list including voice and data channels, WAP, SMA, instant messaging and live chat.

151.   (currently amended) A communication assistance system [(2)] for providing access to information corresponding to a plurality of subscribers [(6)], the system comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)] desiring access to said information corresponding to subscribers;

a database directory listing [(18)] storing information corresponding to each one of said subscribers including their phone numbers, said information including [a Special

Services field associated with services provided by said subscriber, so as to allow a search of said database against any one of said services.] a Pre-Announcement field containing information indicating whether a requester is pre-announced before a voice connection to a subscriber is made; and
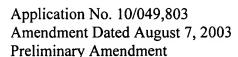
a dial string translator configured to receive dial strings dialed by each one of said plurality of requesters and translate said received dial strings to a corresponding digit sequence associated with a service provided by said communication assistance system.

152. (currently amended) A billing system for a communication assistance system that provides access to information corresponding to a plurality of subscribers [(6)], the system comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)] desiring access to said information corresponding to subscribers wherein said switch is configured to generate an incoming call information record containing a Feature Code field associated with a subscription rate plan corresponding to service provider rates for each one of said requesters [(4)]; and

a database directory listing storing information corresponding to each one of said subscribers including their phone number, said information including a Rate Plan field associated with billing rates corresponding to each one of said subscribers; and

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a billing record database [(14)] coupled to said switch [(12)] configured to store

information corresponding to amount of time requester [(4)] was connected to each one of said

subscribers [(6).] ,wherein said communication assistance system provides instructions to said

subscriber's service provider such that said subscriber is not billed for said call.

153.   (currently amended)A communication assistance system for providing

access to information corresponding to a plurality of subscribers [(6)], the system comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters

desiring to access said information corresponding to subscribers;

a first database [(18)] coupled to an operator terminal [(20)] and configured to

store said information corresponding to each of said subscribers, including phone numbers of

each of said subscribers;

a call completion table coupled to said telephone switch said call completion

table containing least cost routing information for connecting said requesters to a desired

subscriber; and

a closing prompt module coupled to said first database so as to generate a

closing prompt code from a plurality of available closing prompt codes associated with a

desired closing prompt message for said requesters.

154.   (currently amended) A method of operating a communication assistance

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system for providing access to information corresponding to a plurality of subscribers, said

method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch;

accessing a first database and retrieving said information corresponding to a

subscriber, including phone numbers of each of said subscribers; and

[generating] selecting a closing prompt code from a plurality of available closing

prompt codes wherein each one of said closing prompt codes is associated with a desired

closing prompt message [for said requesters] so as to provide a selected closing prompt

message, wherein anyone of the available closing prompt messages is provided to a requester.

155.　(currently amended) A method of operating a communication assistance

system for providing access to information corresponding to a plurality of subscribers, said

method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch;

accessing a first database and retrieving said information corresponding to a

subscriber, including phone numbers of each of said subscribers; [and]

receiving instructions at a clean-up interface coupled to a customer care

representative system from said subscribers so as to allow said subscribers to modify their

corresponding information in said first database[.];

storing said modified information received from said subscriber in a carrier

clean-up database coupled to said customer care representative system; and

synchronizing said subscriber modifications with data stored in said first

database via a synchronization technology unit coupled to said clean-up database unit and said

first database.

156.   (original)A method of operating a communication assistance system for

providing access to information corresponding to a plurality of subscribers, said method

comprising the steps of:

receiving calls from a plurality of requesters desiring to access said information

corresponding to subscribers at a telephone switch;

accessing a first database and retrieving said information corresponding to a

subscriber, including phone numbers of each of said subscribers; and

receiving dial strings dialed by each one of said plurality of requesters and

translating said received dial strings to a corresponding digit sequence associated with a service

provided by said communication assistance system.

157.   (currently amended) A method of operating a billing system for a

communication assistance system that provides access to information corresponding to a

plurality of subscribers, said method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch;

accessing a first database and retrieving said information corresponding to a

subscriber, including phone numbers of each of said subscribers; [and]

storing information corresponding to said requester accessing said information

and an amount of time said requester was connected to each one of said subscribers in a billing

record database[.]; and

instructing said subscriber's service provider not to bill said subscriber or said

call.

158.   (currently amended) A method of operating a communication assistance

system for providing access to information corresponding to a plurality of subscribers, said

method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch; and

storing information in a listing database, corresponding to each of said

subscribers, including phone numbers of each of said subscribers and instructions in a connect

field as to whether to disclose a subscriber's phone number to a requester.

159. (currently amended) A method of operating a communication assistance system for providing access to information corresponding to a plurality of subscribers, said method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said information corresponding to subscribers at a telephone switch;

storing information corresponding to each of said subscribers, including phone numbers of each of said subscribers ; and

<u>electronically</u> transmitting <u>via a plurality of communication channels from a list including voice and data channels, WAP, SMS, instant messaging and live chat</u> notification messages to said subscribers so as to receive updates for each listing corresponding to each one of said subscribers.

160. (currently amended) A method of operating a communication assistance system for providing access to information corresponding to a plurality of subscribers, said method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said information corresponding to subscribers at a telephone switch; [and]

storing information corresponding to each of said subscribers, including phone numbers of each of said subscribers and license plate number corresponding to said subscriber's vehicle in a first database coupled to an operator terminal[.]<u>; and</u>

receiving instructions at a clean-up database from said subscribers so as to allow said subscribers to modify their corresponding information in said first database.

161. (currently amended) A method of operating a communication assistance system for providing access to information corresponding to a plurality of subscribers, said method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said information corresponding to subscribers at a telephone switch; and

storing information corresponding to each one of said subscribers in a database directory listing, said information including [a Special Services field associated with services provided by said subscriber, so as to allow a search of said database against any one of said services.] a Pre-Announcement field containing information indicating whether a requester is pre-announced before a voice connection to a subscriber is made.

162. (original)A method of operating a communication assistance system for providing access to information corresponding to a plurality of subscribers, said method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said information corresponding to subscribers at a telephone switch; and

storing information corresponding to each one of said subscribers in a database

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directory listing, said information including a Rate Plan field associated with billing rates

corresponding to each one of said subscribers.

163.   (currently amended) A method of operating a communication assistance

system for providing access to information corresponding to a plurality of subscribers, said

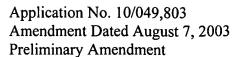method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch;

generating an incoming call information record containing a Feature Code field

associated with a subscription rate plan corresponding to <u>service provider rates for</u> each one of

said requesters; and

accessing a first database and retrieving said information corresponding to each

of said subscribers, including phone numbers of each of said subscribers.

164.   (cancelled without prejudice)

165.   (currently amended) A method of operating a communication assistance

system for providing access to information corresponding to a plurality of subscribers, said

method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch;

accessing a first database and retrieving said information corresponding to each

of said subscribers, including phone numbers of each of said subscribers;

receiving requests for directory assistance via a requester communication device;

and

maintaining a plurality of access numbers corresponding to phone listing of each

one of said subscribers stored in said first database in an access database, so as to provide an

assigned access number to a requester who is requesting a subscriber's telephone number,

wherein said assigned access number disclosed to said requester is associated with subscriber's

undisclosed telephone number[.] , such that said requester can connect to said subscriber using

said assigned access number.

166.   (currently amended) A method of operating a communication assistance

system for providing access to information corresponding to a plurality of subscribers, said

method comprising the steps of:

receiving calls from a plurality of a requesters desiring to access said

information corresponding to subscribers at a telephone switch;

storing information corresponding to each of said subscribers including phone

numbers of each of said subscribers; and

electronically transmitting notification messages to an outbound telemarketing

unit for obtaining listing updates for a plurality of subscribers.

167.   (currently amended)A communication assistance system [(2)] for

providing access to information corresponding to a plurality of subscribers [(6)], the system
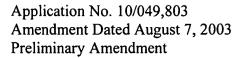
comprising:

a telephone switch [(12)] for receiving calls from a plurality of requesters [(4)]

desiring to access said information corresponding to subscribers [(6)];

a first database [(18)] configured to store said information corresponding to each

of said subscribers [(6)], including phone numbers of each of said subscribers;

a voice response unit coupled to said first database configured to retrieve

information from said first database in response to voice commands received from said

requesters; and

a closing prompt module [(27)] coupled to said first database so as to generate a

closing prompt code from a plurality of available closing prompt codes associated with

desired closing prompt messages for said requesters [(4)].

168.   (original) The system according to claim 167, wherein said closing

prompt messages are in accordance with a text format from a list of formats including WAP

and SMS.

169.   (currently amended)The system in accordance with claim 167, wherein said database further comprises a listing table [52(A)] associated with each of said subscribers, said listing table further comprises a wireless phone number field adapted to store wireless phone numbers of said subscribers.

170.   (new)The system in accordance with claim 97, wherein said database directory listing further maintains a Special Services field associated with services provided by said subscriber, so as to allow a search of said database against any one of said services.

171.   (new) The system in accordance with claim 1, wherein said closing prompt module selects said closing prompt code, from any one of said available closing prompt codes, relating to a subscriber information other than the subscriber information requested by said requester.

172.   (new) The system in accordance with claim 1, wherein said closing prompt module selects said closing prompt code based on any one of; the number dialed by said requester, the data source, the types of data, the services requested, the preferred language of the requester, and the NPA/NXX of the destination number.

173.   (new) A communication assistance system for providing access to

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information corresponding to a plurality of subscribers, the system comprising:

a telephone switch for receiving calls from a plurality of requesters desiring to access said information corresponding to subscribers;

a database configured to store said information corresponding to each of said subscribers, wherein said database, for said information corresponding to each of said subscriber, maintains a first wireless phone number field, indicating that a stored telephone number is associated with a wireless telephone corresponding to said subscriber and a first mask field, indicating whether a stored wireless phone number remains masked to said requester.

174.   (new) The system in accordance with claim 173, wherein said database further maintains a second mask field, indicating whether said stored wireless phone number remains masked to a customer service representative.